



Voyager Points of Contact for the State of Missouri:

VP of Relationship Management – Beverly Williams – P (832) 486.1093 / Email: Beverly.williams1@usbank.com

Beverly is responsible for the overall health and satisfaction of all Voyager State and Federal Government Relationships. The State dedicated Relationship Manager reports directly to Beverly Williams. Beverly will assist, when necessary, with program management and contract and credit compliance for all State and Federal Government clients.

State Government Relationship Manager (RM)

Adam Bruttell – P (832) 486.1172 / Email: Adam.Bruttell@usbank.com

Adam will be responsible for project management and acts as a strategic resource for all State Government accounts. Adam will also monitor customer satisfaction, administration of contracts, and conduct quarterly account reviews and training sessions. Adam will serve as a relational liaison between Voyager and the State, leveraging his knowledge of State Government accounts to implement best practices.

Client Services State Government Team Supervisor – Ginger Ceranko – P (832) 486.1007 – Email: Ginger.Ceranko@usbank.com

Ginger is assigned the responsibility for supervising the State Government Team's day-to-day activity and billing processes. Because the team's client services representatives and dedicated account coordinators report to Ginger, she should be contacted for resolution on any billing disputes or customer service escalation issues.

Client Services Dedicated Representative – Sonya Isom – P Toll Free: (800) 987.6591 / Direct: (832) 486.1054 – F (800) 987.6592 – Email: Sonya.Isom@usbank.com

Sonya is your dedicated Account Coordinator. She is able to assist you with any day-to-day issues or account maintenance-related requests. You may email her directly, or advise your Agencies to send email requests to his Customer Service inbox at: voyagerstate@usbank.com – please reference your account number in the subject line. You may also access your account via the web, using our FleetCommander Online application (please email Sonya for enrollment details).

[Sonya is backed up by the following representatives who are also available to assist you with any questions or concerns:](#)

Linda Long – Account Coordinator – P (832) 486.1170 / Email: Linda.Long@usbank.com

FleetCommander & FleetCommander Online Software Support–

Phillip Williamson – P (832) 486.1054 / Email: phillip.williamson@usbank.com

Joseph Ashmore – P (832) 486.1036 / Email: Joseph.Ashmore@usbank.com

Merchant Acceptance Coordinator – Brittany Griffin – P (832) 486.1011 – Email: brittany.griffin@usbank.com

Brittany is responsible for handling all Merchant Acceptance and Support issues. Brittany will work with the State to resolve any product code or authorization errors that may occur at Voyager card-accepting locations or merchants.

Merchant Acceptance Director: Maintenance Services/TeleTrans – David Alpha – P (832) 486.1062 – Email: David.Alpha@usbank.com

David is responsible for managing Voyager's relationships with the major and independent maintenance and service providers who accept the Voyager card. David is also responsible for signing up maintenance providers and acts as a Project Manager when implementing the TeleTrans program to new States or Agencies.

Merchant Acceptance National Account Manager: Fuel Services – Greg Stults – P (832) 486.1171 – Email: Gregory.stults@usbank.com

Greg is responsible for managing Voyager's Relationships with the major oil companies and independent fuel providers. Greg also maintains a great number of relationships with bulk fuel and wethose services providers who also accept the Voyager card.